

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Reinhold K. Hilt et al.

Docket No.

112740-072

Serial No.

09/254,101

SEP 4 2001

Filing Date

March 1, 1999

Examiner

A. Hoosain

Group Art Unit

2645

Invention: METHOD FOR INCORPORATION FUNCTIONS OF AN AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE ANSWERING SYSTEM

TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	-	=	0 x	\$18.00	\$0.00
INDEP. CLAIMS	-	=	0 x	\$80.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. _____ in the amount of _____
A duplicate copy of this sheet is enclosed.
- ☐ A check in the amount of _____ to cover the filing fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 02-1818
A duplicate copy of this sheet is enclosed.
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☒ Any patent application processing fees under 37 CFR 1.17.

Signature

Dated: August 30, 2001

William E. Vaughan (Reg. No. 39,056)

Bell, Boyd & Lloyd LLC

P.O. Box 1135

Chicago, Illinois 60690-1135

I certify that this document and fee is being deposited on August 30, 2001 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Signature of Person Mailing Correspondence

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

AMENDMENT

#6/B
9/13/01
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Technology Center 2600

APPLICANTS: Reinhard Knitl et al. DOCKET NO.: 112740-072
SERIAL NO: 09/254,101 GROUP ART UNIT: 2645
FILED: March 1, 1999 EXAMINER: A. Hoosain
INVENTION: METHOD FOR INCORPORATION FUNCTIONS OF AN
AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN
INTERACTIVE VOICE ANSWERING SYSTEM

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action dated March 30, 2001, Applicants herein amend the above-identified application and respond as follows:

In the Claims:

Please amend claim 19 as follows:

Claim 19 has been amended as follows:

Sub
D7
19. (Amended) A method for incorporating functions of an automatic call distribution system in an interactive voice response system that is called and controlled by communication terminal equipment of a communication network, the method comprising the steps of:

B1
directly coupling the automatic call distribution system and the interactive voice response system;

connecting both the interactive voice response system and the automatic call distribution system to a communication system of the communication network;

connecting at least one agent communication terminal equipment to the communication system;

allocating the at least one agent communication terminal equipment to the automatic call distribution system;

influencing the interactive voice response system by the communication terminal equipment wherein the interactive voice response system communicates a request